

## Pioneer Valley

### I. Residential Voice

Figure PV-1: Availability of ILEC Voice Providers, by Town, December 2008

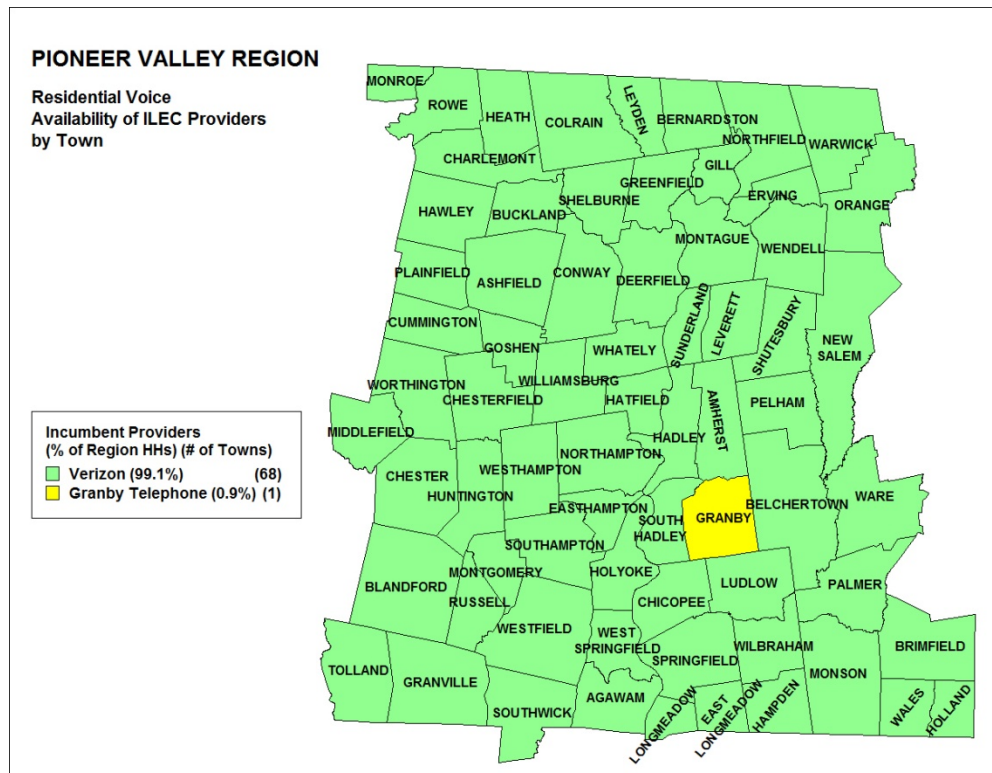


Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008

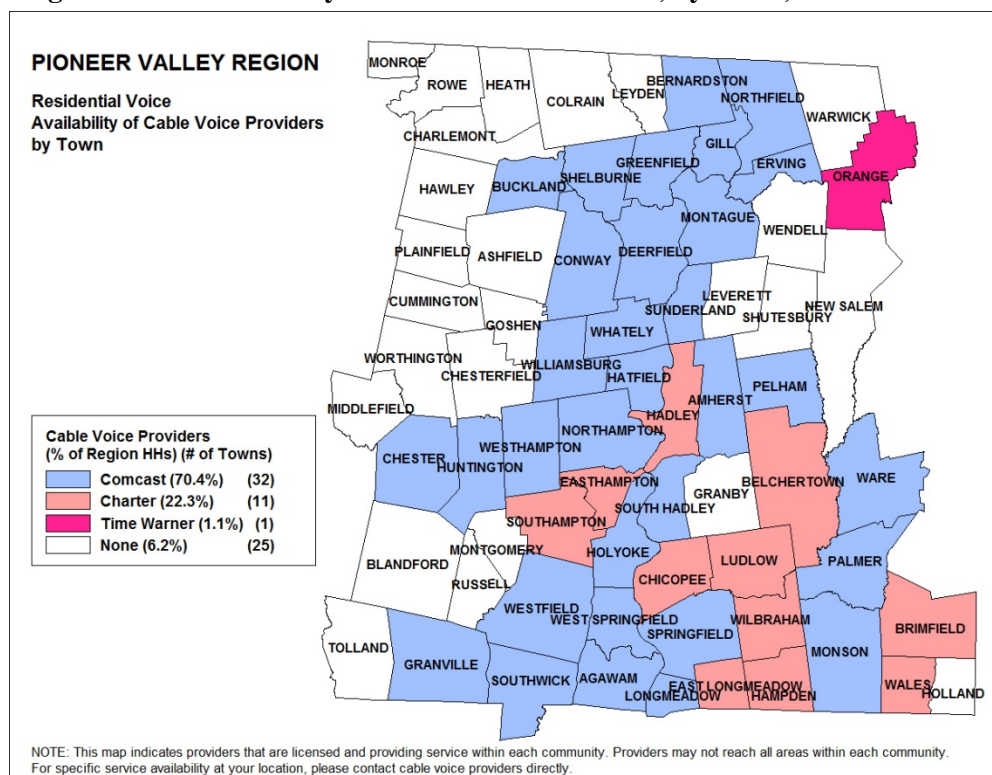


Figure PV-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

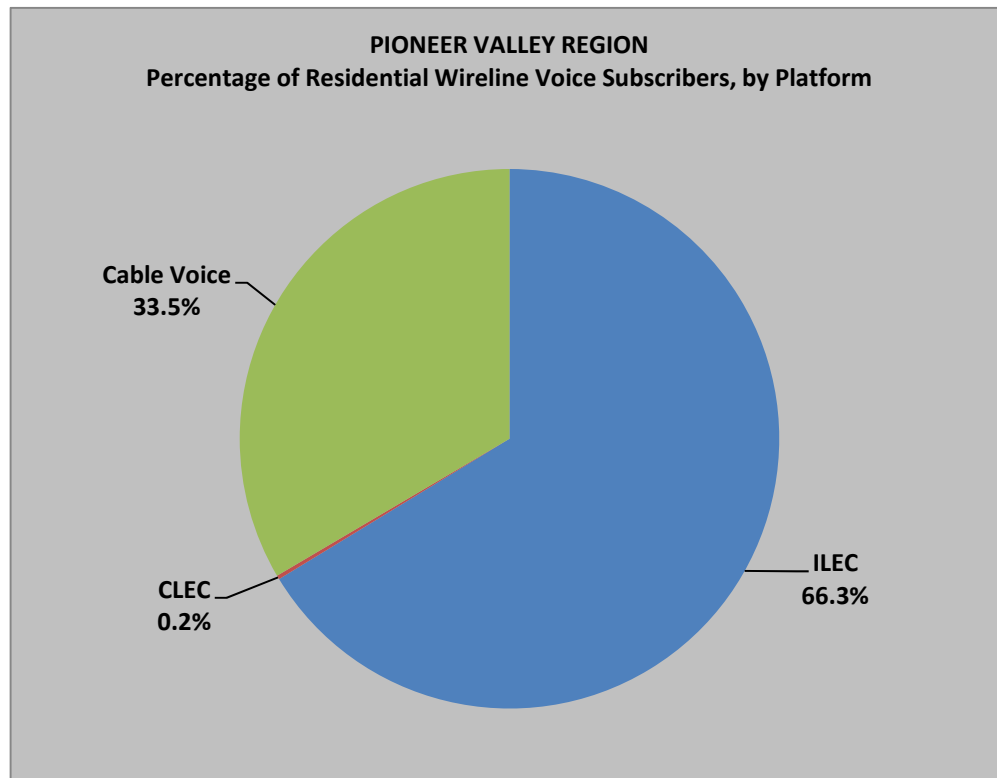


Figure PV-4: Verizon's Average Annual Trouble Reports, 2005-2008

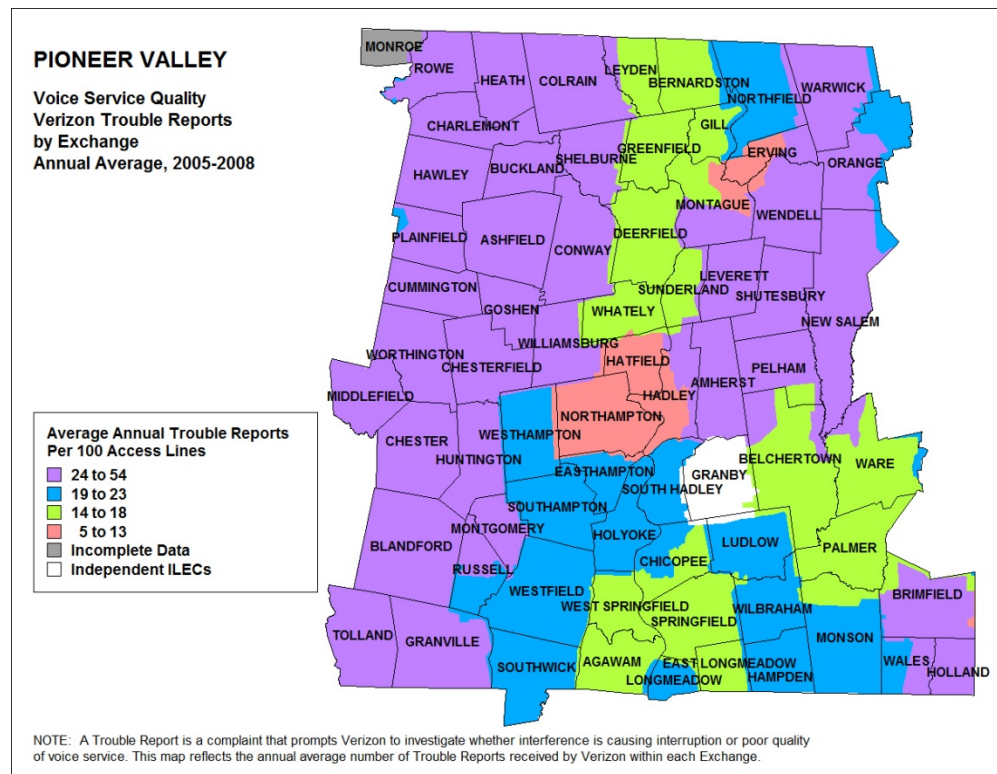
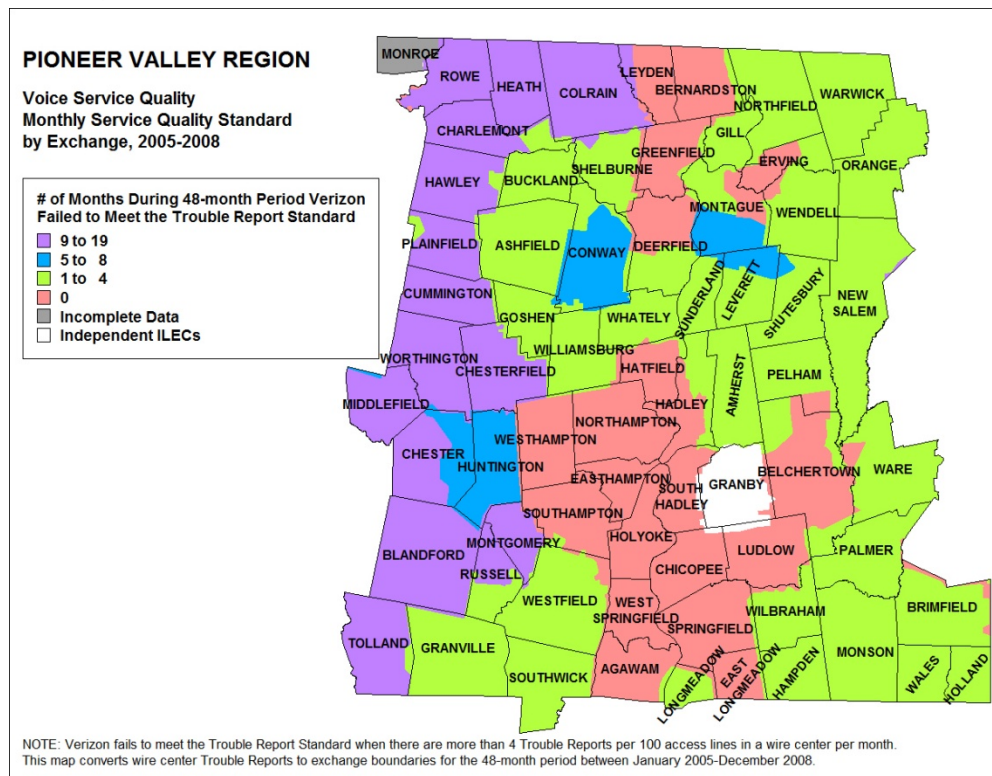


Figure PV-5: Verizon's Monthly Service Quality Standard, 2005-2008



## II. Business Voice

Figure PV-6: Business Voice Provision by Number of CLEC Providers, December 2007

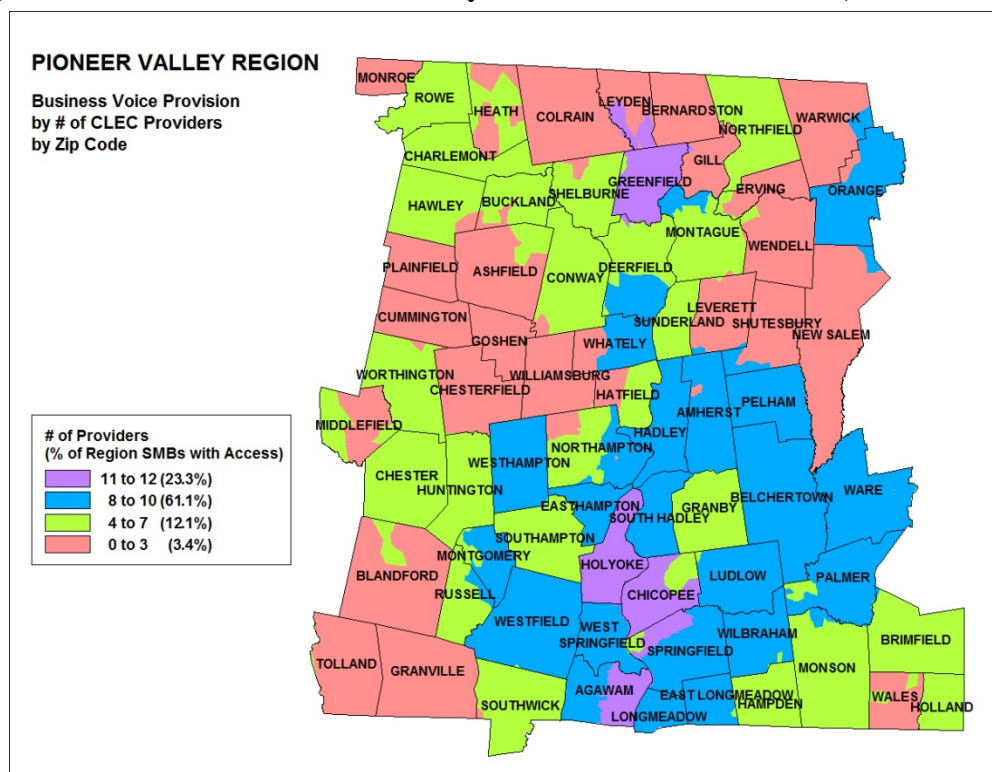




Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007

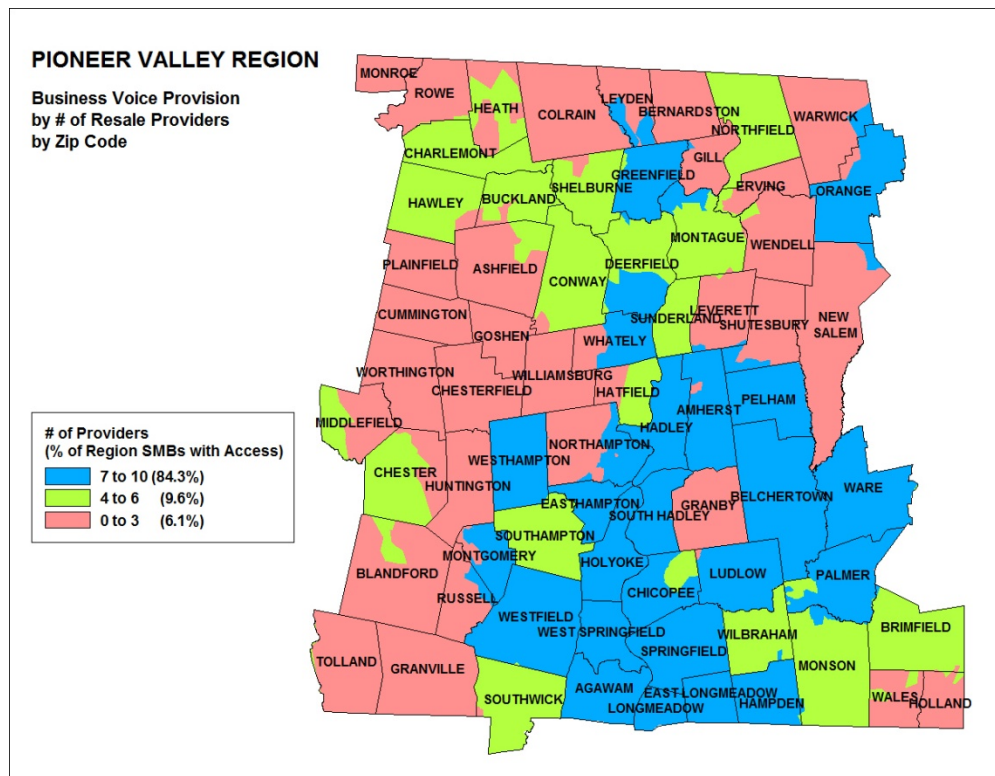
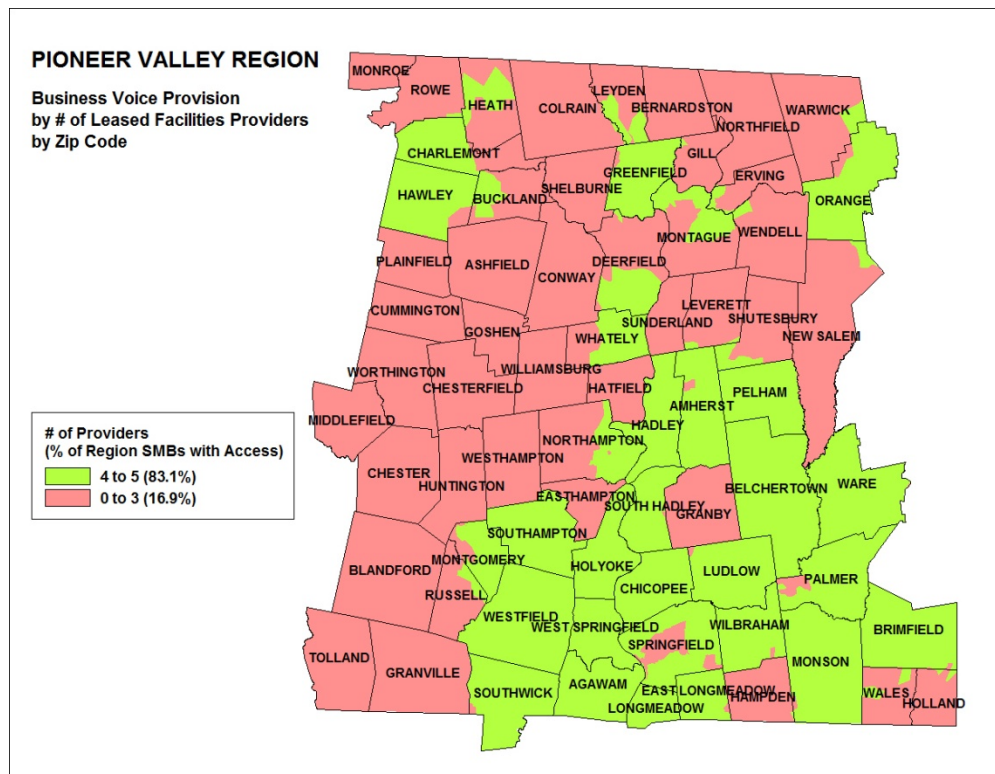
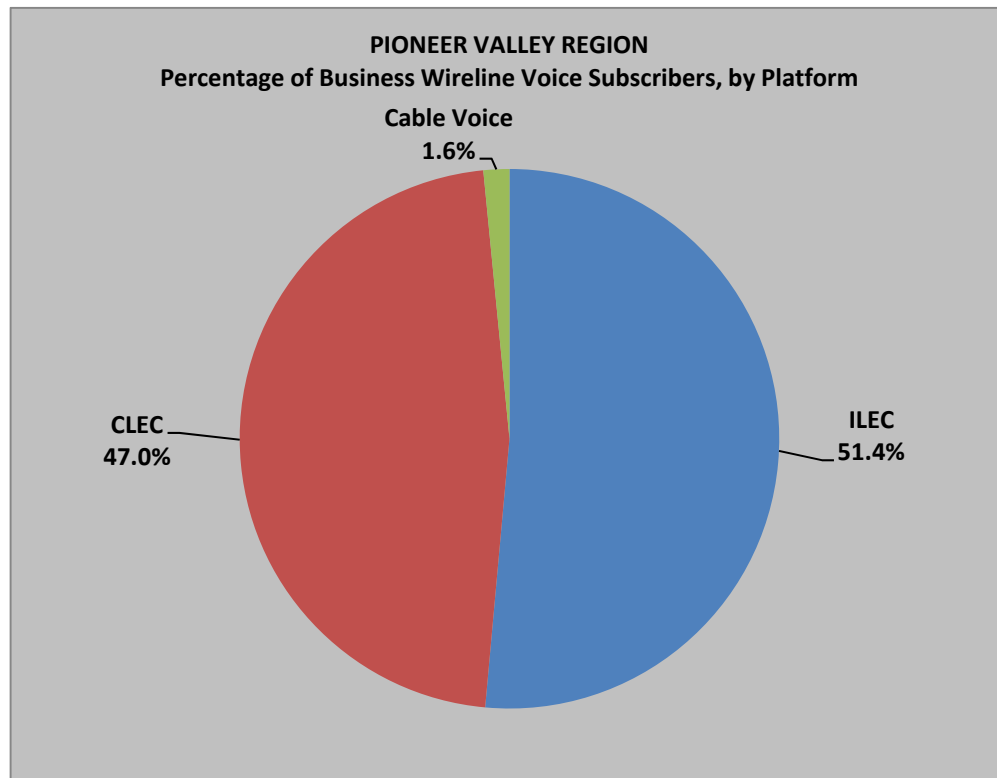


Figure PV-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



**Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008**

### III. Wireless Voice

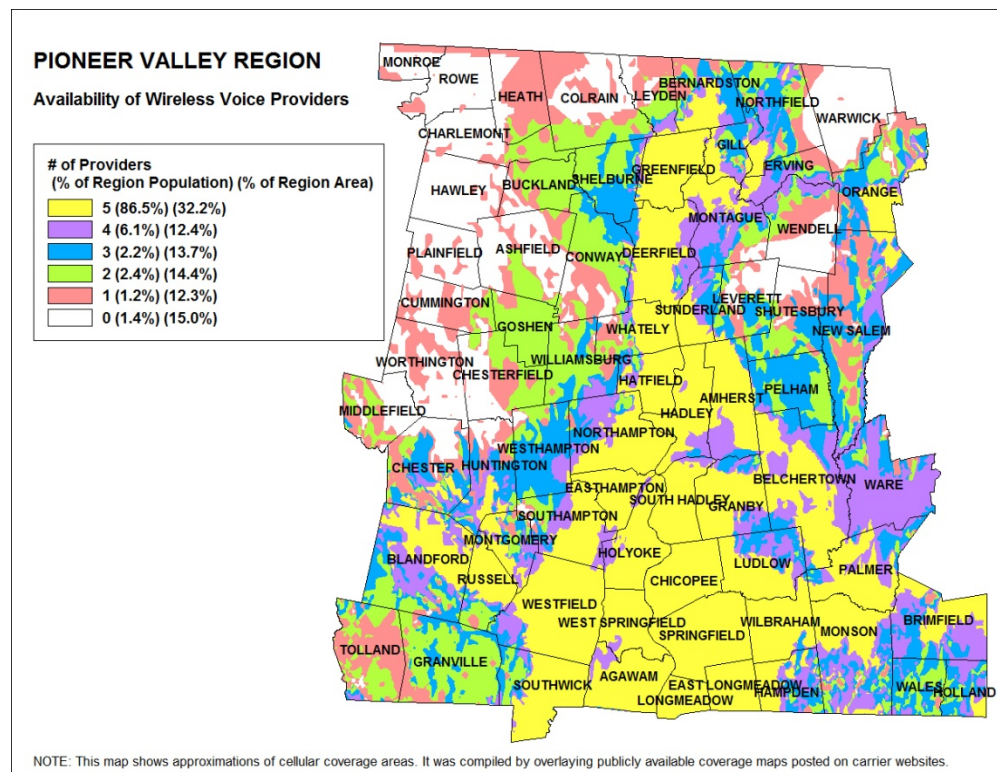
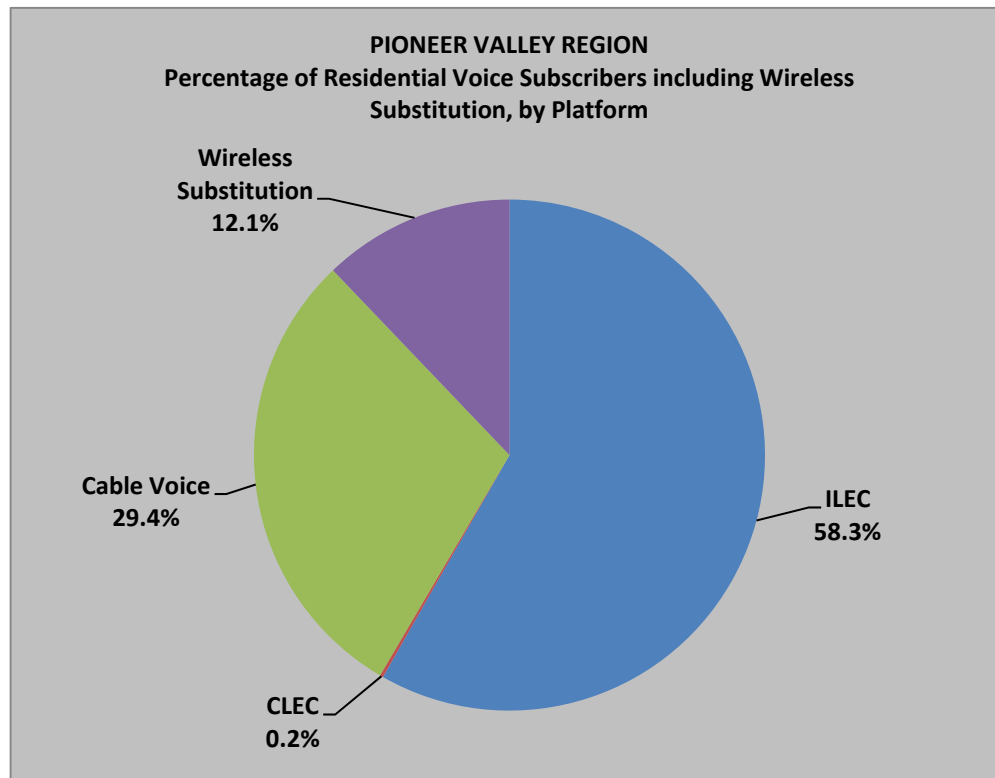
**Figure PV-10: Availability of Wireless Voice by Number of Providers, December 2008**

Figure PV-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



#### IV. Cable Video

Figure PV-12: Incumbent Cable Video Service Providers, 2008

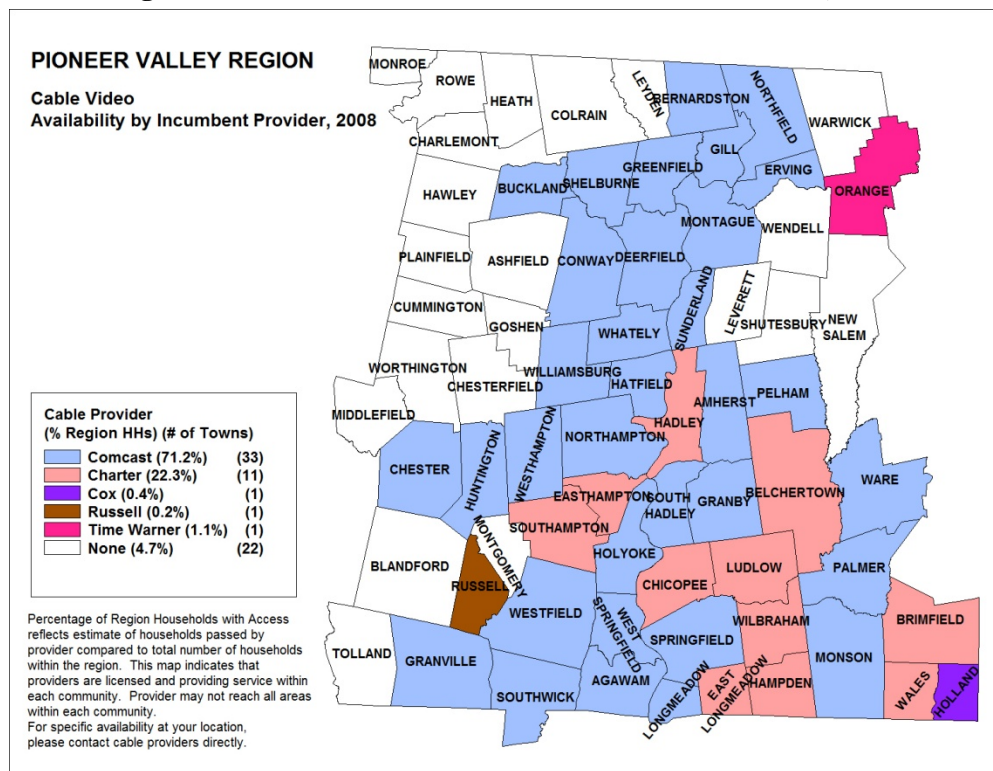


Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

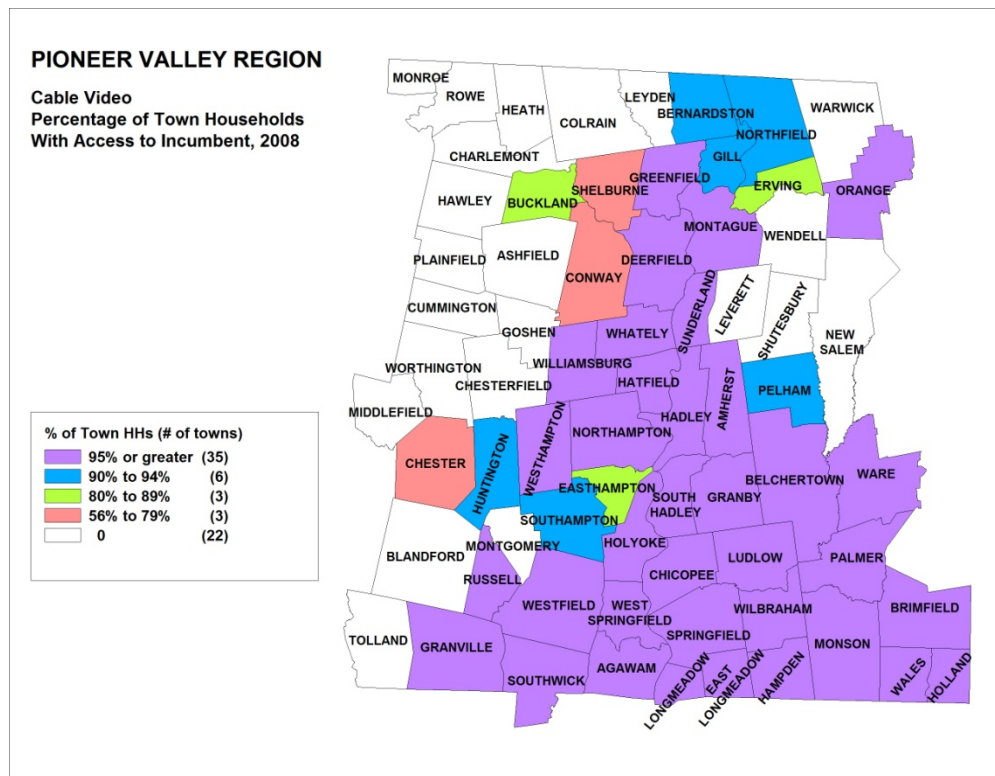
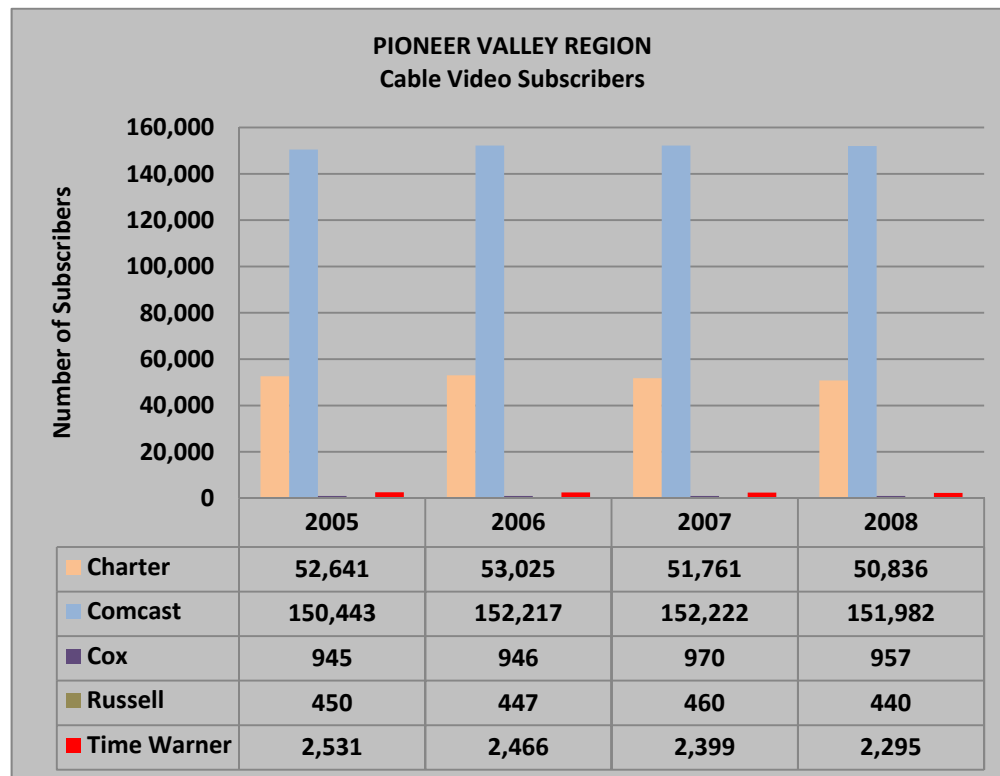


Figure PV-14: Cable Video Subscribers, by Provider, 2005-2008



**Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008**